# Anthony Minunni Business Requirements Document

## System Components and Design

### Purpose

*What is the purpose of this project? Who is the client and what do they want their system to be able to do?*

* DriverPass is a company that helps student drivers pass their driver’s test through an online program where students have access to both online and in-person resources.
* Conducting a meeting with DriverPass was done to figure out the company’s goal for their program and how they plan to utilize their online component.

### System Background

*What does DriverPass want the system to do? What is the problem they want to fix? What are the different components needed for this system?*

* Provide resources for students so students have a greater chance of passing their road test
* Students choose a lesson plan and set up appointments through the system
* Program keeps track of appointments and which cars and drivers are (un)available

### Objectives and Goals

*What should this system be able to do when it is completed? What measurable tasks need to be included in the system design to achieve this?*

* Clients are able to choose one available lesson package out of three and access driving classes or crash courses based on selected package
* DriverPass is able to disable packages at any point
* Secretary can enter information manually for appointments made over the phone
* Clients can schedule or cancel 2-hour appointments through the system
* Contact information must be visible for both the user to the company and vice versa

## Requirements

### Nonfunctional Requirements

*In this section, you will detail the different nonfunctional requirements for the DriverPass system. You will need to think about the different things that the system needs to function properly.*

#### Performance Requirements

*What environments (web-based, application, etc.) does this system need to run in? How fast should the system run? How often should the system be updated?*

* The system will run through a web browser instead of an application
* The system should be fast and responsive for the user
* No conversation as to when the program itself would have feature updates, but the system will update the DMV’s rules and regulations when they occur

#### Platform Constraints

*What platforms (Windows, Unix, etc.) should the system run on? Does the back end require any tools, such as a database, to support this application?*

* The program should be able to run on all platforms, both computer and mobile systems
* A database will be needed for customer and employee information, as well as drivers and cars

#### Accuracy and Precision

*How will you distinguish between different users?* *Is the input case-sensitive? When should the system inform the admin of a problem?*

* Every user needs the following information on their account: first and last name, address, phone number, state, and credit card number including the expiration date and security code
* No mention of case sensitivity, but it would be more secure to enforce this
* Admins should be informed if a user attempts and fails to log in multiple times
* The system needs to ensure there is no overlap of drivers or cars if multiple appointments are planned at the same time
* Students cannot make more than one appointment for the same time slot

#### Adaptability

*Can you make changes to the user (add/remove/modify) without changing code? How will the system adapt to platform updates? What type of access does the IT admin need?*

* The company will need to have a developer come in if they want to change their package modules
* The system will be connected to the DMV’s server so any changes made on their end will be reflected in DriverPass’ program
* DriverPass will have the ability to disable packages without need of a developer

#### Security

*What is required for the user to log in? How can you secure the connection or the data exchange between the client and the server? What should happen to the account if there is a “brute force” hacking attempt? What happens if the user forgets their password?*

* Security must have access to clients’ accounts to change their password if needed
* Security measures for employee status (principle of least privilege) managed through IT
* Activity logs must be accessible and able to be printed
* The program will be run through an external cloud

### Functional Requirements

*Using the information from the scenario, think about the different functions the system needs to provide. Each of your bullets should start with “The system shall . . .” For example, one functional requirement might be, “The system shall validate user credentials when logging in.”*

* The system shall verify user data when logging in
* The system shall let a student make appointments for lessons in two hour intervals
* The system shall allow students to have access to resources based on their chosen package
* Registration is done over the phone only, but students can schedule or cancel appointments over the phone or online

### User Interface

*What are the needs of the interface? Who are the different users for this interface? What will each user need to be able to do through the interface? How will the user interact with the interface (mobile, browser, etc.)?*

* On the main page, students should see their online test progress, driver notes, special needs, personal information, driver photo, and student photo
* In the driver notes, there should be a table for the lesson time, start and end hour, and the driver’s comments from that particular appointment
* There should be a page so the student can contact DriverPass, and vice versa
* There needs to be an input form where the student or secretary fills in student information

### Assumptions

*What things were not specifically addressed in your design above? What assumptions are you making in your design about the users or the technology they have?*

* One of the main uses the students may use is for the study guides/practice exams, so that section should be as prominent as the section to make appointments
* More students may want to access the information on their phone than a computer; an app may be easier to design than trying to format the webpage on a phone browser

### Limitations

*Any system you build will naturally have limitations. What limitations do you see in your system design? What limitations do you have as far as resources, time, budget, or technology?*

* The client wants to access data both online and offline, but they must be online to update data to avoid data redundancy issues on their servers
* While students are confined to the restrictions of their lesson plan, a user may create a new account without the system realizing the same user has multiple accounts
* Major changes, such as updating the package modules or new features, will require a developer to come in and program
* Students cannot change their lesson package once selected

### Gantt Chart

*Please include a screenshot of the GANTT chart that you created with Lucidchart. Be sure to check that it meets the plan described by the characters in the interview.*

Chart, timeline

Description automatically generated